

A METHOD AND SYSTEM FOR
DISTRIBUTING OUTBOUND TELEPHONE CALLS

5 ABSTRACT OF THE DISCLOSURE

 A method and system is provided for the distribution
of outbound telephone calls. This method and system
includes dialing devices receiving call records and
providing telephone calls to one or more agents.

10 Interfaced with the dialing device is a distribution
module including pools and queues. The distribution
module places the call records into the pools and
transfers less than all of the call records to the queues
to allow for calling by the dialing devices at peak
15 efficiency. The distribution module transfers the queues
to the dialing devices so that the dialing device can
place telephone calls. The distribution module monitors
the queues to determine when to send additional call
records to the queues. In addition, distribution module
20 monitors the results of the call records and updates the
call records in the pools so that call records with
unsuccessful outcomes can be safely called again later in
the day.